

# **REALOPTIONS|OBRIA**

## **POLICY AND PROCEDURE MANUAL**

**JOB DESCRIPTION:** Assistant Patient Manager Services (APSM)

Position Summary: Under the supervision of the Patient Services Manager (PSM), the PSAM will supervise volunteer advocates and manage the Clinic in the PSM's absence. This will be done by overseeing the daily function of the advocates and Clinic Administrator, as well as assisting with staff/volunteers as needed. Helps in training.

### **Qualifications:**

- A. Holds a high school diploma or equivalent.
- B. Skilled in crisis de-escalation and volunteer program management.
- C. Has attended or will attend *Discover Real Options*, completed *Optimal Health Coach Training*, and has on-the-job training.
- D. Demonstrates competence in coaching skills for patients and the ability to supervise.
- E. Is dependable, stable, and capable of following through with commitments.
- F. Supports RealOptions' Statement of Principles, Mission, Faith, and Service Philosophies.
- G. Committed to assisting women, men, and families facing unplanned pregnancies, particularly those who are considering abortion.

### **Responsibilities:**

#### **A. Clinical**

- 1. Train and supervise volunteers under the PSM's leadership
- 2. Co-interview, orient, and train new volunteers

#### **B. Administration**

Assists the PSM to:

- 1. Supervise the maintenance of the clinic's clinical and business records.
- 2. Ensure quality control by reviewing Optimal Health Coaches' charting with a focus on risk management.
- 3. Maintain an adequate supply system.
- 4. Maintain and update referrals and literature resources.
- 5. Oversees practical support operations with PSM supervision.

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1. Act as a spokesperson and ambassador for RealOptions within the community.
2. Represent RealOptions at schools, community organizations, and churches as needed.

### **C. Personal Development**

1. Continuously enhance knowledge of management skills, counseling methods, and community resources.
2. Attend all paid staff meetings, including monthly staff meetings and biannual all-staff gatherings.
3. Participate in skill-enhancing workshops, classes, and conferences as approved by the Director of Patient Services.